



12200

From: Commander, Coast Guard Personnel Command
To: All Civilian Employees (appropriated fund)

Subj: IMPLEMENTATION OF *EMPLOYEE EXPRESS*

1. The Coast Guard Personnel Command is introducing *Employee Express*, an employee self- service system for all Coast Guard civilian employees (appropriated fund). *Employee Express* is designed for use with a touch-tone phone to initiate or make electronic changes to Federal Employee Health Benefits (FEHB), Thrift Savings Plan (TSP), direct deposit, tax withholding, home address and voluntary allotments. Specific instructions on how to use the system are described in the enclosed employee brochure (enclosure (1)).
2. *Employee Express* will be used concurrently with the existing paper process over a period of several months. During this period, you may choose to use the new service or continue to rely on the paper process. **Do not, however, use both the paper process and *Employee Express* for the same transaction because it will cause transaction errors.** You will be notified when the existing paper process is scheduled for elimination.
3. If you make an *Employee Express* transaction but change your mind later that same day, you must wait until the following day (weekends included) to make additional changes. The system needs one full day to process transactions.
4. You should receive your Personal Identification Number (PIN) from the Office of Personnel Management within the next two weeks. You will need your PIN, along with your social security number, to use *Employee Express*. After receiving your PIN, you can change the number to one that is more familiar or easier to remember by using the menu option on the system.
5. Please note the following transactions cannot be completed using *Employee Express*:
 - **TSP “Inter-fund” transfers.** Shares in your existing TSP account which you wish to transfer to another fund may be completed by using the Thrift Savings Board’s “Thrift Line” (1-504-255-8777) or by submitting the TSP-30 form directly to the Thrift Savings Board. The address for making inter-fund transfers is on the form.
 - **FEHB Initial Enrollment.** As a new employee, your initial decision to choose coverage under the Federal Employees Health Benefit Plan must be requested on the Health Benefits Registration Form (SF-2809) to ensure timely enrollment.

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- **FEHB changes to “family” coverage.** This change must be requested on a Health Benefits Registration Form (SF-2809), since supporting documentation is required.

6. *Employee Express* saves time, can be accessed 24 hours a day, 7 days a week, and is more reliable than sending hard copy transactions in the mail. We hope you will begin to use *Employee Express* and join us in paving the way for a new era of empowerment for civilian employees. For additional information, please contact your local Command Staff Advisor.



ROSEMARY ALLEN
By direction

Encl: (1) Employee Express Brochure